

DEPARTMENT OF HEALTH AND HUMAN SERVICES  
CENTERS FOR MEDICARE & MEDICAID SERVICES

PRINTED: 09/14/2011

FORM APPROVED

OMB NO. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  155784		X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____		X3) DATE SURVEY COMPLETED 08/24/2011	
NAME OF PROVIDER OR SUPPLIER  MICHIANA HEALTH AND REHABILITATION CENTER				STREET ADDRESS, CITY, STATE, ZIP CODE 1420 E DOUGLAS ROAD MISHAWAKA, IN46545			
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F0000	<p>This visit was for the Investigation of Complaint # IN00094821.</p> <p>Complaint # IN00094821-Substantiated, Federal/State deficiencies related to the allegations are cited at F-309.</p> <p>Survey Date: August 23 and 24, 2011</p> <p>Facility number: 012329 Provider number: 155784 AIM number: 201002500</p> <p>Survey Team: Toni Krakowski, RN TC</p> <p>Census bed type: SNF: 38 SNF/NF: 46 Total: 84</p> <p>Census payor type: Medicare: 46 Medicaid: 22 Other: 16 Total: 84</p> <p>Sample: 7</p> <p>These state findings are cited in accordance with 410 IAC 16.2.</p>			F0000	<p>The preparation or execution of this plan of correction does not constitute admission or agreement by the provider of the truth of the facts alleged or conclusions set forth on the statement of deficiencies. The plan of correction is prepared and executed solely because it is required by federal and state law.</p>		

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

(X6) DATE

Any deficiency statement ending with an asterisk (\*) denotes a deficiency which the institution may be excused from correcting providing it is determined that other safeguards provide sufficient protection to the patients. (see instructions.) Except for nursing homes, the findings stated above are disclosable 90 days following the date of survey whether or not a plan of correction is provided. For nursing homes, the above findings and plans of correction are disclosable 14 days following the date these documents are made available to the facility. If deficiencies are cited, an approved plan of correction is requisite to continued program participation.

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F0309 SS=G	<p>Quality review completed on August 29, 2011 by Bev Faulkner, RN</p> <p>Each resident must receive and the facility must provide the necessary care and services to attain or maintain the highest practicable physical, mental, and psychosocial well-being, in accordance with the comprehensive assessment and plan of care.</p> <p>Based on interview and record review, the facility failed to provide the necessary care to ensure diabetic residents (#C, #E) who experienced a hypoglycemic (low blood sugar) episode were monitored for response to nursing interventions which resulted in Resident #C</p>		F0309	<p>Resident #C no longer resides in the center. Resident #E had no negative outcomes as a result of this alleged deficient practice and is currently being monitored for and cares provided should hypoglycemic episode occur. A one time review of diabetic residents in current population has been completed to review blood glucose results from August 1st forward, and that actions have been taken and documented in the medical record to reflect resident condition. The physician ordered diabetic protocol has been reviewed to ensure clear directions are present for nursing staff to follow and documented should a resident experience a low blood sugar. Nursing staff have been re-educated on the physician ordered diabetic protocol, documentation requirements of action and findings in the medical record, and what is expected for any</p>		09/14/2011	

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	<p>becoming non-responsive and requiring hospitalization. This deficient practice affected 2 of 7 residents reviewed with diabetes in a sample of 7.</p> <p>Findings include:</p> <p>1. Resident #C's clinical record was reviewed on 8/23/11 at 3:45 P.M., and indicated diagnoses of, but not limited to, fractured broken neck, fractured nose, and diabetes mellitus.</p> <p>Resident #C's clinical</p>				<p>follow up actions should they be necessary. It is the responsibility of the licensed Nurse to follow the physician ordered diabetic protocol. The Unit Manger/designee will be responsible to review the diabetic flow records and results of accucheck reading daily for 14 days, three times a week for 8 weeks, weekly for 8 weeks, and then monthly thereafter for current population. Any identified non-compliance will result in 1:1 re-education, with disciplinary action to follow as necessary, up to and including discharge from employment. The Administrator/Designee will be responsible to review scheduled audits weekly. Audits will be submitted monthly for 6 months and quarterly thereafter at center Quality Performance Improvement Committee. Identified trends will be addressed as appropriate through 1:1 re-education and the appropriate disciplinary process per policy.</p>		

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	<p>record included a "History and Physical Final Report" from his hospitalization prior to his 6/03/11 admission to the facility. It was dated 4/22/11, printed on 5/26/11, and indicated, "...We will monitor his blood sugars, adjust his medications. These are uncontrolled at this point due to his use of steroids. This should improve as he weans off his steroids...." A hospital list of discharge medications indicated Resident #C did not continue the steroid</p>						

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	<p>medication upon admission to the long term care facility.</p> <p>A Physician's Order, dated 6/03/11, indicated, "Blood sugar checks before meals and at HS (bedtime)."</p> <p>Review of Resident #C's Medication Administration Record (MAR), dated 7/01/11 through 7/31/11, indicated low blood sugar readings as follows: blood sugar of 66 at 11 A.M. and 51 at 9:00 P.M. on 7/10/11;</p>						

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	<p>blood sugar reading of 51 at 9:00 P.M. on 7/13/11, and blood sugar reading of 60 at 9:00 P.M. on 7/18/11.</p> <p>Nurse's Note, dated 7/13/11 at 8:00 P.M., indicated, "Res (resident) was noted sweating. BS was 41. Gave 120 cc of orange juice, repeated BS after 20 min. (minutes). BS level was 54. Re-offered more OJ...faxed to Dr. (Name) will keep monitoring."</p> <p>A Dietician's Progress Note, dated 7/14/11 at</p>						

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	12:05 P.M., indicated, "Resident reported to have hypoglycemic (low blood sugar) episode. BS checked 9 P.M. 7/13/11 with result 51. Resident receives Glimepiride, Januvia, Metformin, Levemir, and Novolog in the A.M. Residents (sic) receives Meftormin and Novolog before supper...MD notified. Orange jc (juice) 120 cc given during hypoglycemic episode. Repeat BS with result 54, more orange jc offered. Repeat BS with result 78. Review of last						

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	<p>7 days HS snack shows variable intake...."</p> <p>Nurse's Notes, dated 7/28/11, indicated the following: 4:00 P.M.- "In W/C (wheel chair) has poverty of thoughts. BS (blood sugar) 65. Given OJ (orange juice) &amp; went to PT (physical therapy); 6:15 P.M. -Called to dining room. Pt (patient) diaphoretic (sweaty) and non-responsive. BS 38. Given insta-glucose &amp; 1 cc (cubic centimeter) Glucagon; 6:45 P.M.-BS 116 B/P (blood pressure)</p>						

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	68/31. Still not responsive. Able to follow command; 7:00 P.M.-Called Dr. (Name) -Sent to Hospital; 7:30 P.M.-(Ambulance Service) here for pickup remains unresponsive B/P 67/35 P (pulse)-52. Sitting upright. Can follow commands.  Late entry Nurse's Notes for 7/28/11 indicated: "4:00 P.M.-Novolog (insulin) held for BS 65. Unable to verbalize...Given OJ & went to PT with instruction he drink all						

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	juice; 6:15 P.M.-Called to dining room stating "Something's wrong he's non-responsive." Pt. found with head down in W/C very diaphoretic. Responds to command. Able to squeeze my hand. Unable to speak (sic) or swallow is drooling-taken to nsg (nursing) station & BS check was 38. Given Given Glucagon 1 cc IM (intramuscular) L Ant (left anterior) thigh; 6:30 P.M.-BS 65-Able to swallow. Insta-glucose. Still unable to speak (sic). Head down but						

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	sitting upright in w/c; 6:45 P.M.-BS 116 A little more alert but still not normal. B/P 68/31, P 48...Able to follow command 'lifts hand'; 7:00 P.M.-B/P 65/27, P 52. Dr. (Name) paged-Sent pt. to Hospital; 7:30 P.M.- (Ambulance Service) here for pt. pickup. Remains non-verbal. B/P 64/27, P 48...." Nurse's Notes lacked documentation to indicate the nurse followed-up and monitored resident #C's response to the orange						

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	juice administered at 4:00 P.M. and the affect physical activity had on his already low blood sugar.  Resident #C's Medication Administration Record (MAR), dated 7/01/11 through 7/31/11, indicated, "If BS is less then 60 initiate protocol...(step one): if alert, responsive and able to swallow: give 120 cc (cubic centimeters) (4 oz) of orange juice or 1 tube in (sic) instagluco se gel orally. Continue to						

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	<p>monitor &amp; repeat blood sugar in 15 to 20 minutes. (step two): If BS rises, follow with a protein snack. If unable to raise BS repeat 120 cc of juice &amp; recheck BS in another 15-20 minutes. If unable to raise BS notify MD (medical doctor). Document all findings &amp; actions...."</p> <p>During telephone interview with Resident #C's spouse on 8/23/11 at 12:45 P.M., she indicated the above incident occurred on 7/29/11, not 7/28/11 as</p>						

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	<p>indicated in the Nurse's Note. She further indicated she began bringing in cookies and fruit for Resident #C and insisted he eat them in the evening because she was concerned he might experience episodes of low blood sugar. "I complained numerous times to the nursing staff. RN #3 took my concerns to the Director of Nursing, but nothing was done about it. The day before (Resident #C) went into the coma, my two sons met with the Administrator and the</p>						

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	Director of Nursing and they reviewed my husband's blood sugar. The Administrator said, 'Well, yeah, it did go down to 51, but we did get it up.' They were giving him four doses of insulin a day, but he was no longer getting the steroid. The reason he was on insulin was because the steroid elevated his blood sugars. I went to therapy with him (7/29/11) and he was having a hard time putting one foot in front of the other. He wanted to go lie down.						

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	<p>(Resident #C) was unresponsive when he arrived at the Emergency Room."</p> <p>The MAR, dated 7/01/11 through 7/31/11, indicated resident #C received the following medications to control and lower his blood sugar: Levemir (long acting insulin)12 u (units) SQ (subcutaneous) (beneath the skin) every morning before breakfast (8:00 A.M.), Novolog (rapid acting insulin) 5 u SQ in the morning with</p>						

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	breakfast (8:00 A.M.), Actos 45 mg. (milligram) orally at 8:00 A.M., Glimepiride 6 mg. orally at 8:00 A.M., Januvia 100 mg. orally at 8:00 A.M., Metformin 1,000 mg. orally with breakfast (8:00 A.M.) and dinner (5:00 P.M.), Novolog (rapid acting insulin) 7 u SQ with supper (5:00 P.M.).  A pharmacy "Potential Drug Interaction," dated 6/3/11, indicated, "...Drug Dispensed: Aspirin EC (enteric coated) 325 Mg. Tablet						

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	<p>Interacts with: Glimepiride 2 Mg. Tablet (Resident #C was receiving 6 Mg.)...Patient Management: Hypoglycemic (a state of low blood sugar level) signs and blood glucose levels should be monitored. Adjust the antidiabetic dose as needed...."</p> <p>Resident #C's "Resident Transfer Form," dated 7/29/11, indicated, "Sent to: (Name of Hospital)...Reason for transfer: BS @ 6:15</p>						

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	(P.M.) was 38...BP 72/34...."  Emergency Department Physician Notes, dated 7/30/11 at 12:09 A.M., indicated, "...History of present illness: the patient presents with hypoglycemia (low blood sugar)...EMS (Emergency Medical Staff) had to administer 1 amp (ampoule) d50 (dextrose) during transport...Notes: Hypoglycemia. Given multiple medications with prolonged 1/2 life and repeat hypoglycemic						

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NAME OF PROVIDER OR SUPPLIER  MICHIANA HEALTH AND REHABILITATION CENTER				STREET ADDRESS, CITY, STATE, ZIP CODE 1420 E DOUGLAS ROAD MISHAWAKA, IN46545			
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	<p>episodes, will need admit for further checks. Started IV (intra-venous) dextrose...."</p> <p>2. Resident #E's clinical record was reviewed on 8/23/11 at 2:00 P.M., and indicated diagnoses of, but not limited to, chronic obstructive pulmonary disease, thyroid disease, and diabetes mellitus.</p> <p>During initial tour of the facility on 8/23/11 at 9:15 A.M., while accompanied by RN #2, she indicated Resident</p>						

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	<p>#E was alert and oriented and interviewable.</p> <p>Resident #E's most recent quarterly MDS (Minimum Data Set) Assessment, dated 7/22/11, indicated her cognicity score as 15 (no cognitive impairment).</p> <p>Resident #E's Medication Administration Record (MAR), dated 4/01/11 through 4/30/11, indicated, "If blood sugar os (sic) less then 60 initiate protocol... (step one): if alert, responsive and able to</p>						

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	swallow: give 120 cc (cubic centimeters) (4 oz) of orange juice or 1 tube in (sic) instagluco- se gel orally. Continue to monitor and repeat blood sugar in 15 to 20 minutes. (step two): If blood sugar rises, follow with a protein snack. If unable to raise blood sugar repeat 120 cc of juice and recheck blood sugar in another 15-20 minutes. If unable to raise blood sugar notify MD (medical doctor). Document all findings and actions...." It further indicated her blood sugar						

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	<p>levels were to be checked at 4:00 A.M., 7:00 A.M., 11:30 A.M., 5:00 P.M. and 9:00 P.M.</p> <p>Review of Resident #E's MAR's indicated the following: 4/02/11 at 11:30 A.M. BS (blood sugar)=48, 4/06/11 at 7:00 A.M. BS = 40, 4/20/11 at 11:30 A.M. BS = 60, 4/25/11 at 4:00 A.M. BS = 48, 6/07/11 at 4:00 A.M. BS = 60, 6/15/11 at 11:30 A.M. BS = 55, 6/23/11 at 11:30 A.M. BS = 54, and 7/18/11 at 7:00 A.M. BS = 54. Further review of</p>						

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	<p>the MAR and Resident #E's clinical record lacked documentation to indicate the interventions were implemented.</p> <p>RN #2 indicated in an interview on 8/23/11 at 3:10 P.M., the documentation of nursing intervention that was implemented would be initialed on the MAR under the blood sugar protocol. "The nurse should have documented it. She didn't follow the Physician's protocol."</p>						

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	<p>During interview with Resident #E on 8/23/11 at 3:15 P.M., she indicated her blood sugar levels have dropped too low several times. "I can tell when it is too low." She further indicated the nurse would give her a glass of orange juice to drink in an attempt to bring the blood sugar up. When queried if the nurse rechecks her blood sugar level again in 15-20 minutes, Resident #E indicated her blood sugar levels were not checked again until meal time.</p>						

DEPARTMENT OF HEALTH AND HUMAN SERVICES  
CENTERS FOR MEDICARE & MEDICAID SERVICES

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FORM APPROVED

OMB NO. 0938-0391

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	This Federal tag relates to complaint IN00094821.  3.1-37(a)						